

2012 Utah Department of Health Informatics Award

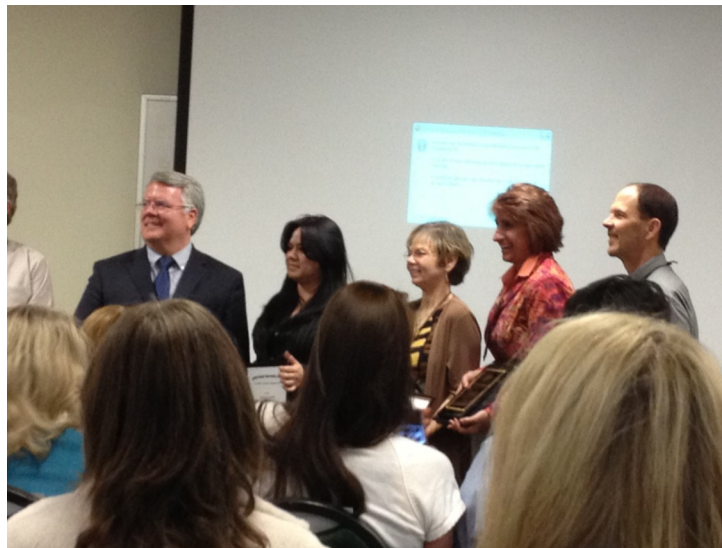
Award Title: VISION-the New (WIC) Informatics System

For: Excellence in partnership with Department of Technology Services and vendor

Team Leader: Chris Furner, WIC Program Manager (DFHP/BMCH)

Team Members: Grace Serna, WIC Operations and Help Desk Specialist, Angela Sorrells, IT Project Manager, and Phyllis Crowley, MS, RD, IBCLC, State Nutrition Coordinator

Description: The Utah WIC Program has successfully worked with the Utah Department of Technology Services, a third party vendor, Ciber, Inc., two other states' (Colorado and Wyoming) WIC Programs and developed/implemented the VISION system. Having benefited from the outstanding collaboration with all partners, this large multi-state IT project was implemented on time, on budget, and met the users' requirements. The Utah WIC Program and the VISION system have won national recognition as well.



(Left to right) Dr. David Patton, Executive Director, UDOH, Grace Serna, Phyllis Crowley, Angela Sorrells and Dr. Robert Rolfs, Deputy Director, UDOH

August 1-7th World Breastfeeding Week Theme 2013 : “Breastfeeding Support: Close to Mothers”

This year's theme has received positive feedback because it's a very clear and simple message. WIC can easily relate to this theme due to the support we provide daily in the clinic and with our peer counselors.



Utah WIC Program
Box 141013
Salt Lake City UT 84114-1013
www.health.utah.gov/wic

WIC Wire is published monthly by the State Office of the Utah WIC Program.

Christina Perry, Editor

The WIC Wire



Utah Department of Health • WIC Program

VOLUME 7, ISSUE 4



APRIL 2013

When to Mark the Adjunctive Eligibility Screen

Adjunctive eligibility should be marked in VISION whenever proof of current participation in the programs listed on the Adjunctive Eligibility screen is provided by the applicant. This screen is opened by clicking the link in the VISION Income screen. Programs listed that provide adjunctive eligibility include Medicaid [MA(Title XIX)], Food Stamps, and Family Employment Program (TANF). When the applicant provides proof of participation, the check boxes should be marked for each family member for whom proof is provided or for each person listed on the letter. Medicaid requires a Medicaid ID number to be entered (MA ID). Mark each program for which they provide proof.

Some programs provide adjunctive eligibility for the entire family if any member provides proof; these are Food Stamps and the Family Employment Program (TANF). If a pregnant woman or an infant is participating in Medicaid the entire family is adjunct eligible for WIC. When a family is adjunct eligible, not just an individual, we must ask the applicant to self declare or estimate what their household income is. This is information that USDA wants us to collect for their data purposes but does not affect eligibility. If the applicant refuses or cannot provide this information, just make a comment in VISION but don't add a row to the income screen. When the applicant is able to self declare their income amount, select the source of their household income from the drop-down list. From the Proof drop-down list, select the top option which is “Adjunct Eligible Family- Self Declared” enter the amount of money that they estimate to earn and select the period in which this income amount is received. If they say they have no income a “0” can be entered as the income amount. Remember, do not enter a self declared income for anyone who has not provided proof the family is adjunct eligible.

INDEX

Employee of the Quarter	2
Red Cross Award	3
Informatics Award	4

When to Use the Signed Statement Form

The Signed Statement form, which is available in VISION within the Printouts menu, is used for several WIC purposes. It is required to be used anytime a provisional certification is completed, when “affidavit” is selected as a proof, or when a WIC applicant reports that they receive no income. When printed, it auto populates with the endorser name and family ID#. The applicant can fill out the reasons why they are not able to provide the missing proof. If the applicant is reporting zero income, WIC staff can discuss with them what items are included as income for WIC purposes as listed in section C.5 of the P&P. If the applicant does not receive any of these types of income, the applicant should write answers to the questions listed on the lower part of the Signed Statement form. Once completed, the form should be signed by the applicant and the staff member. It should then be scanned into the system. A scan of the Signed Statement form should be found in the record of each family in the situation of a missing proof or no income.

March 2013 Employee of the Quarter

Amanda Ottley, Breastfeeding Coordinator/Public Health Nutritionist I

Amanda began working with the WIC Division January 2012 and hit the ground running and hasn't stopped yet. She has provided desperately needed leadership to both the Peer Counseling program and the Breastfeeding Program and has made some significant improvements in various aspects of both programs.

One of her first jobs was to determine how she was going to staff her services with a 43% cut in funding. That is not easy for a senior manager, and though she had experience at a Texas WIC clinic, it was not in budgets or management. But with her typical "let's get in there and get this resolved" approach, she was able to still cover our Provo clinic for 40 hours and only reduce the staffing by one shift in the other clinics. They recruited and trained several volunteers and put them to work doing the less technical duties, so we could free up the more qualified lactation specialists to work with clients. She then implemented a computer based appointment scheduling system in the WIC VISON Program so that clients could be scheduled in any clinic from any location that was critical with our centralized phone system.

And yes, she did hit the ground running since she put on a workshop for all our lactation staff and some of the nurses a few months after she started the position. She showcased the talents of her staff by assigning each of them part of the workshop. The comments from attendees were great. The nurses all came up to the director and expressed how lucky we were to have such competent staff. An invited guest from the Primary Children's hospital who presented on Lactation for Special Needs Kids also complimented us on our lactation services and how much more we were able to accomplish in our program than other WIC Programs.

In addition employers are required by law to have mothers' rooms so that employees can have a place other than bathrooms to pump or feed their babies. Public works would not allow us to put the pumps in these rooms, since they were afraid they would walk. Ever resourceful, Amanda and her team designed a wall unit that would lock and had public works build and install them in the most frequently used one.

Unfortunately for many of our mother baby dyads, breastfeeding does not always go smoothly. To help our clients and even some of our staff, we have a breastfeeding warm line that is staffed 40 hours per week. We are able to set up appointments to bring our mothers in to observe latch issues, to do a weigh feed weigh procedure to show the mom how much the infant is taking. We also test the milk to determine nutritional content to show moms that yes their milk is okay. For moms with high risk babies we have multiuser hospital grade pumps that we can issue to moms to help establish lactation. We also have single user pumps that we can give our clients when they go back to school or work, but these have to be purchased by us. To ensure we would have pumps we ordered enough to get us through the next two years, which are predicted to be lean years for us.

Amanda establishes excellent rapport with clients when counseling them on the more complicated lactation issues. Her peers have overheard her working with clients with special needs and state "she is able to counsel them in an effective manner that lets them know she cares for them and wants them to succeed". She is a strong advocate for our moms, helping them with the education and tools they need to meet the goals they have set for themselves.

She worked on a project to get a You Tube video developed to educate clients when distributing electric pumps which will reduce costs by streamlining the time it takes to issue pumps: <http://www.youtube.com/watch?v=3L-tqTEHLpQ>. Her next project is to work with nursing to establish a milk depot in Utah County since the explosion of premature births has increased the need for donor milk beyond the capabilities of the milk bank in Denver.

Amanda Ottley is consistently positive and has a great attitude and sees what help is needed in the clinic going out of her way to cover shifts when needed. She is a very innovative problem solver, making sure she understands the problem thoroughly without jumping to conclusions. She thinks outside the box when problems arise to provide solutions. She is a motivating supervisor who empowers her staff to be their best and utilizes their individual talents to better serve clients



Ralph Clegg, Deputy Director of the Utah County Health Department and Amanda Ottley

Red Cross Heroes First Responder Award

PROVO -- Marlo Evans was honored Wednesday, March 20 by the American Red Cross Mountain Valley Chapter and received the Red Cross Heroes First Responder Award. Hearing Evans talk about what she does every day is proof she is deserving of the recognition.

Evans has spent the past six years volunteering with an ambulance service, and recently stepped down as the volunteer president, although she still volunteers. When she isn't volunteering with them, she is working at the Utah County Health Department in the WIC program. If that's not enough, she is also in an accelerated nursing program. Two of her four children also are in nursing programs, and so is her husband.

"We'll be poor for a few years, but we hope it will pay off later," Evans said. She loves volunteering and helps with the lactation program at WIC. Her schedule really isn't her own right now.

Evans is one of 16 Utahns from the Provo-Orem area who have been named Utah Red Cross Community Heroes for acts of exceptional courage, compassion and service. They were honored at an awards luncheon at the Utah Valley Convention Center.

Marlo Evans and Josh Diamond, Assist. Director of the Volunteer EMT program with Mapleton City

